

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400



H-A

PATENT APPLICATION  
ATTORNEY DOCKET NO. 20990041US

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IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): TRIEDEMANN ULMER

Serial No.: 09/760,099

Examiner: Not Yet Assigned

Filing Date: JAN. 11, 2001

Group Art Unit: NYA

Title: SYSTEM, COMPUTER PROGRAM PRODUCT AND METHOD FOR PROVIDING A REMOTE SUPPORT SERVICE

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

TRANSMITTAL LETTER FOR SUBMITTAL OF MISSING PARTS

Sir:

This is in response to a Notice to File Missing Parts of Application under 37 CFR 1.53(f) mailed on FEB. 27, 2001. Enclosed is a copy of said Notice and the following documents and fees to complete the filing requirements of the above-identified application.

( ) Executed Declaration and Power of Attorney. The above-identified application is the same application which the inventor executed by signing the enclosed declaration. Previously Submitted

( ) Statutory basic filing fee      ( ) Utility \$710.00      ( ) Design \$320.00

( ) Additional claim fees of \$      (X) Other: Substitute Drawings

( ) Missing Parts Surcharge \$130.00 Previously Submitted

(X) A Petition for Extension of Time for reply to Notice of Missing Parts is attached.

- |                  |           |
|------------------|-----------|
| ( ) one month    | \$110.00  |
| (X) two months   | \$390.00  |
| ( ) three months | \$890.00  |
| ( ) four months  | \$1390.00 |

Please charge to Deposit Account **08-2025** the sum of \$390.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account **08-2025** pursuant to 37 CFR 1.25.

(X) A duplicate copy of this transmittal letter is enclosed.

06/11/2001 MDAMTE1 00000044 082025 09760099

01 FC:116 390.00 CH

Respectfully submitted,

FRIEDEMANN ULMER

By Paul D. Greeley

Paul D. Greeley

Attorney/Agent for Applicant(s)  
Reg. No. 31,019

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: JUNE 5, 2001

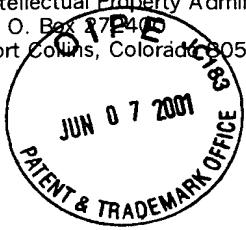
Typed Name: Deirdre Curran

Signature: Deirdre Curran

Date: JUNE 5, 2001

Telephone No.: (203) 327-4500

**HEWLETT-PACKARD COMPANY**  
Intellectual Property Administration  
P. O. Box 87240  
Fort Collins, Colorado 80527-2400



**PATENT APPLICATION**  
ATTORNEY DOCKET NO. 20990041US

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Batch No.: NYA

**Inventor(s):** FRIEDEMANN ULMER

**Serial No.:** 09/760,099

**Examiner:** Not Yet Assigned

**Filing Date:** JAN. 11, 2001

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**Title:** SYSTEM, COMPUTER PROGRAM PRODUCT AND METHOD FOR PROVIDING A REMOTE SUPPORT SERVICE

**OFFICIAL DRAFTSPERSON**  
Drawing Processing Branch  
Washington, D.C. 20231

DRAWING TRANSMITTAL LETTER

Sir:

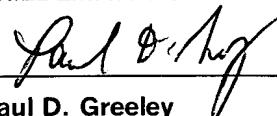
Enclosed herewith please find:

- ( ) \_\_\_\_\_ sheets of redlined drawing(s) which indicate proposed changes to the drawing(s). Upon approval of these proposed changes, formal drawing(s) will be submitted.
- ( ) \_\_\_\_\_ sheets of corrected formal drawing(s), as required by the Notice of Patent Drawings Objection (PTO-948) which accompanied the Office Action dated \_\_\_\_\_.
- ( ) \_\_\_\_\_ sheets of corrected formal drawing(s), as required by the Notice of Patent Drawings Objection (PTO-948) and approved in the Notice of Allowability dated \_\_\_\_\_.
- ( ) \_\_\_\_\_ sheets of formal drawing(s). Please substitute these formal drawing(s) for the informal drawing(s) originally filed.
- (X) 17** Sheets of informal drawings with appropriate margins.

Examiner's approval of the entry of these drawings is respectfully requested. No new matter has been added.

Respectfully submitted,

**FRIEDEMANN ULMER**

By   
**Paul D. Greeley**

Attorney/Agent for Applicant(s)  
Reg. No. **31,019**

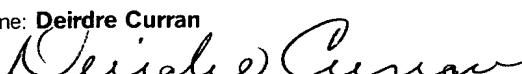
Date: JUNE 5, 2001

Telephone No.: **(203) 327-4500**

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Date of Deposit: **JUNE 5, 2001**

Typed Name: **Deirdre Curran**

Signature: 



## UNITED STATES PATENT AND TRADEMARK OFFICE

JUN 01 2001  
U.S. PATENT & TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	PATENT & TRADEMARK OFFICE	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/760,099		01/11/2001	Friedemann Ulmer	20990041US

## CONFIRMATION NO. 1689

## FORMALITIES LETTER



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Paul D. Greeley, Esq.  
Ohlandt, Greeley, Ruggiero & Perle, LLP  
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Date Mailed: 05/14/2001

## NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)

*Filing Date Granted*

The U.S. Patent and Trademark Office has received your reply on to the Notice mailed and it has been entered into the nonprovisional application. The reply, however, doesnot include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may,however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a)accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

- Substitute drawings in compliance with 37 CFR 1.84 because:

- drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

*[Signature]*  
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE